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Health Insurance 101

Living Healthy

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## General

Learn about Blue KC business hours and services and how to get your Blue KC questions answered.

## What does Blue KC offer?

Blue KC is a leader in the development of innovative managed care programs. Nearly one million members are enrolled in a wide range of group and individual insurance products, including health maintenance organizations (HMO), preferred provider organizations (PPO), dental, and Medicare supplemental insurance plan. Visit the What We Offer section of our website to learn more, or give us a call at 800-860-2227, Monday through Friday from 8 a.m. to 5 p.m. Central Time.

## What is Blue KC's address?

The address of our main headquarters is One Pershing Square, 2301 Main, Kansas City, Missouri 64108. For the claims address specific to your health insurance plan, refer to the back of your member ID card.

## What are Blue KC's business hours?

Blue KC is open from 8 a.m. to 5 p.m. Central time.

## What geographic areas does Blue KC cover?

Blue KC is proud to be the largest provider of health insurance plans in a 32-county area serving greater Kansas City and northwest Missouri. The Missouri counties covered are: Andrew, Atchison, Bates, Benton, Buchanan, Caldwell, Carroll, Cass, Clay, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Henry, Holt, Jackson, Johnson, Lafayette, Livingston, Mercer, Modaway, Pettis, Platte, Ray, Saline, St. Clair, Vernon, and Worth. We also serve Johnson and Wyandotte counties in Kansas.

## What is Blue KC's mission statement?

We will use our role as the leading health insurer to provide affordable access to healthcare and to improve the health of our members.

## Who do I contact for questions about the plans Blue KC offers?

If you work for an employer that offers Blue KC health insurance plans, check with your Human Resources department or your group benefits administrator for more information about our plans. If your company does NOT offer Blue KC health insurance plans, have your group benefits administrator contact us for more information on what we offer. You may also contact a licensed agent at 800-860-2227 for questions.

To see what plans we offer and apply online for health insurance, visit the What We Offer section of our website. If you have questions as you look at our plan options, contact a Blue KC marketing representative at 800-860-2227. You may also call the Customer Service department at 816-395-2583 or 800-645-8346.

## I am having trouble using the Blue KC website. Who can I contact for help?

Contact us for help using this website.

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## Billing

Find answers to billing questions for HMO, PPO and Medicare Supplemental Insurance plans

Please note, these questions only apply to members who do not have health insurance through an employer.

## If I do not agree with the information reflected on my billing summary page, what should I do?

To dispute information on your billing summary, call the Customer Service number listed on your member ID card. You may also contact us through our site. Log in and visit the Contact section. If you are a representative from an employer group, please call our Member Services department at 816-395-2950.

## If my billing address is not correct on the website, how can I have it corrected?

To correct a billing address, call the Customer Service number listed on your member ID card or log in and visit the Contact section to send us an email. If you are a representative from an employer group, please call your Blue KC marketing representative.

## How can I tell if my account has been billed for the current month?

Your billing information is available online. Log in and visit the Pay My Bill section. Your bill summary includes your billing date, amount due, due date and the coverage period for the bill. Please note that billing statements are mailed to you for the upcoming month. For example, a statement is generated in July for your August premium.

## How can I tell if my payment has been processed?

Your online billing summary shows your last statement activity and any activity since the date of your last statement. If we have received a payment, it will be reflected on this page. The total payment due is the amount you owe Blue KC as of the current calendar date.

